

MEDICAL ASSISTANT (RMA/CMA)

Reports to Director, Medical Support Services

GENERAL FUNCTION:

Under immediate supervision, the Medical Assistant performs administrative and clinical functions to assist and support providers and medical staff in the provision of medical care which includes patient triage, and maintaining patient records in an accurate, organized and readily retrievable manner.

DUTIES:

- Welcomes patients by greeting them, in person or on the telephone; answering or referring phone inquiries.
- Prepares patients for the visit by directing and/or accompanying them to the examining room; instructing the patient on the PCMH delivery of care process, providing examination gowns and drapes; helping patients position themselves for the examination and/or treatment; arranging examining room instruments, supplies, and equipment.
- Verifies patient information by interviewing the patient; reviewing and/or obtaining and recording medical history; taking and recording vital signs, height, weight; confirming purpose of visit (patient's chief complaint), or treatment and recording all updated information in the patient's EHR (Electronic Health Record).
- Supports patient care delivery by helping health care providers during examinations;
 - Collects and prepares laboratory specimens or blood draws for diagnostic testing, logs and prepares specimens, performs basic laboratory tests on the premises; (urine dip, finger stick, pregnancy testing, rapid strep)
 - disposes of contaminated supplies;
 - sterilizes medical instruments and equipment;
 - prepares and administers medications and injections, as directed by the physician provider, on the premises;
 - authorizes drug refills as directed by the physician provider; telephoning prescriptions to pharmacies;
 - Changes dressings.

- Documents all patient encounters and records all examinations, treatments and test results in the EHR (Electronic Health Record) according to policy, procedure and standard.
- Keeps equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing precautionary maintenance; requesting maintenance; calling for repairs.

Clerical/Administrative Duties

- Supports patient care delivery by assisting health care providers with clerical and administrative duties:
 - Checks, records/documents phone messages appropriately on phone logs and in the EHR, as appropriate. Returns phone calls as required and/or as directed by medical providers.
 - Oversees and is responsible for managing the Patient Referral Processes (external and internal) as appropriate and/or assigned.
 - Oversees and is responsible for requesting and receiving NHA requests for Information/release of Information/Medical Records Requests from other health care providers utilizing fax, phone, electronic, and/or paper methods, as appropriate.
 - Checks, records and/or documents (electronic, written or telephone). Requests for Information/Release of Information/Medical Records Requests from hospitals, clinics, physicians, or agencies. Gathers information, pulls charts/documents for Requests for Information/Release of Information/Medical Records Requests. Scan, fax, e-mail or mail records to requesting agencies or physicians' offices, as appropriate.
 - Scan, index, and track all laboratory work, procedures, testing, dictation and medical data from hospitals, clinics, physicians, as appropriate and/or assigned. Ensure proper placement in the EHR.
 - Pulls purged charts for audits as needed. Helps to oversee the transcription services with Medical Department. May perform Scribe duties if trained and assigned.

QUALIFICATIONS:

- Current Certified or Registered Medical Assistant with a minimum of one year experience working as an MA in an office, clinical setting.
- Current certification in CPR
- Typing skills of 35-40 accurate wpm
- Working knowledge of medical terminology

- Shows initiative and ability to use sound judgment in the absence of specific orders.
 - Ability to maintain patient confidentiality.
- Possesses the personal maturity and emotional intelligence to be able to manage working under demanding and challenging clinical circumstances.
 - Displays a pleasant and respectful manner when dealing with patients and staff
 - Exhibits patience, understanding and consideration for others
 - Able to work independently or as a member of a group
- Willingness to perform services of benefit and help to others.
 - Must be sensitive to cultural, religious, and ethnic diversity.
 - Experience in working with medically indigent preferred.
- Effective organizational, communication, writing and listening skills.
 - Ability to communicate ideas in caring for patients.
 - Typing skills of 35-40 accurate wpm.
- Possesses a neat and professional appearance.